



Terms and Conditions – Meet Santa

GENERAL

All children visiting the Grotto require a ticket. Advanced booking is essential as we cannot guarantee tickets will be available on the door. We will ask for the name and age of each child so that they can receive an appropriate gift. Please make sure that these details are correct when booking to help us make their visit as special as possible.

Your booking time is the time you are required to arrive at the grotto, not your booked time with Santa. You will receive an invitation on arrival with a time to be at the train station, to ensure your prompt arrival at the grotto.

If you miss your slot you may be asked to join a later slot, however you may risk not being able to see Santa at all.

To enjoy the full experience we recommend you arrive early as there will be limited activities on offer after 4pm.

As much of the experience is outdoors, we recommend that you wrap up warm and wear suitable shoes. Please note that pushchairs will need to be left at the train station before entering the grotto.

Photographs will be available to purchase upon exiting the Grotto, photos are subject to a processing time of up to 15 minutes at peak periods. Please check all photo products before you leave the grotto. Unfortunately we cannot offer refunds or retake photos if you have left the grotto.

TICKETS

All tickets are non-transferable and non-refundable, so please ensure you are able to visit on your booked and chosen date.

Kent Life adult and concession members still visit for free. Please note that any child with their own membership or those under the age of 4 usually covered by an adult membership – will need to purchase the relevant child ticket depending on their age. A valid membership card will need to be produced on entry for each ticket booked.

Standard admission charges apply to visitors with disabilities; however general admission for carers is free of charge. Proof of disability will be requested on arrival. This may include a blue badge, statement of special educational needs or a letter from a medical professional.

Please check details before travelling. Kent Life reserves the right to close all or part of the attraction including activities and events.